

NOMINATION FOR AWARD		
AWARD Outstanding Contribution to Public Affairs Program	CATEGORY (If Applicable)	AWARD PERIOD 1 Jan -31 Dec 2002
RANK/NAME OF NOMINEE (First, Middle Initial, Last) Emma J. Underwood	SSN (Enter Last 4 Only) 8420	MAJCOM, FOA, OR DRU AFMC
DAFSC/DUTY TITLE Administrative Specialist (Contractor)	NOMINEE'S TELEPHONE (DSN & Commercial) DSN 340-5655; Commercial 931-454-5655	
UNIT/OFFICE SYMBOL/STREET ADDRESS/BASE/STATE/ZIP CODE AEDC/PA/100 Kindel Drive, Suite B213/Arnold AFB/TN/37389		
RANK/NAME OF UNIT COMMANDER (First, Middle Initial, Last)/COMMANDER'S TELEPHONE (DSN & Commercial) Colonel David J. Eichhorn; DSN 340-5201; Commercial 931-454-5201		
SPECIFIC ACCOMPLISHMENTS (Use single-spaced, bullet format)		
OVERALL EFFECTIVENESS/JOB ACCOMPLISHMENT <ul style="list-style-type: none"> - An Arnold Engineering Development Center fixture with more than 35 years on the Public Affairs team, Emma Underwood is not only the corporate knowledge for the PA staff, but more importantly likes her job and comes to work each day with the enthusiasm of a brand new team member! - Delivered the Air Force message to the American public sending 370 news releases to thousands of media outlets around the world; each meticulously indexed in the PA database for future reference - Led the effort establishing an online database of high-resolution, security cleared photographs with cutlines on a dedicated PA server decreasing the reliance on outside agencies for photos; response time for photo requests by media and community from days to an almost instantaneous turn around <p>Result: AEDC now receiving more photo placement in media articles and books due to her efforts!</p>		
LEADERSHIP/ORGANIZATIONAL AND PLANNING SKILLS <ul style="list-style-type: none"> - Emma quietly keeps the PA team running like a well-oiled machine ensuring mission accomplishment <ul style="list-style-type: none"> -- She processed 378 work orders for outside support ranging from photo lab to supplies to graphics - Epitome of organization, quickly retrieves needed information and puts it in the customer's hands <ul style="list-style-type: none"> -- Shipped 65 packages to writers and other media members providing AEDC's messages globally - Managed the <i>High Mach</i> mailing distribution averaging 2,000 mail outs every issue of the publication <ul style="list-style-type: none"> -- AEDC and AF messages reach the desk of key government and industry leaders due to her work! - Expanded the electronic database of media outlets increasing the reach of the AEDC media program - Key to the success of the Arnold Community Council providing the administrative support for the PA interaction with this support group; prepared thousands of mailings fostering open communication - Precisely arranges duplication and prompt shipping of security cleared, broadcast quality video requested by television producers and news directors, ensuring AEDC receives quality coverage - Consistently prepares monthly Public Affairs contractor activity reports to highlight accomplishments - Emma expediently answers requests for base tours and assists in scheduling and base clearance issues <ul style="list-style-type: none"> -- Her expert assistance accounted for 168 base tours showcasing AEDC to more than 2,600 people 		
JUDGEMENT/DECISIONS <ul style="list-style-type: none"> - The go-to person for PA during the annual Fellows Banquet recognizing sustained excellence at the center; selected photos, sent news releases and provided Fellows information for the center web site - Provided information packages to the hundreds of distinguished guests that visited the center in 2002 <ul style="list-style-type: none"> -- No one size fits all operation, she analyzed information needs of each providing right material mix - Recognized need for better organized photo proofs, she catalogued several years worth of proofs <ul style="list-style-type: none"> -- Immediate results with lightning-fast turn times to book authors, magazines and the general public - Emma assisted numerous on and off-base writers and editors with extensive research information and provided them with accurate, cleared documentation and photographs to help convey the AF story - Painstakingly tracks contractor PA budget and oversees purchases/expenses to ensure AF compliance 		
COMMUNICATION SKILLS <ul style="list-style-type: none"> - First person customers meet at the Public Affairs office, Emma delivers the first impression we want <ul style="list-style-type: none"> -- Provided information to thousands of customers from inside and outside of AEDC throughout 2002 - Communicator for the 21st century, she analyzed the needs of web site customers and provided both photos and cutlines for the center's web site; continually updated always looking for the best photos - Helped AEDC expand its community relations footprint reaching out to leaders in an outlying county <ul style="list-style-type: none"> -- Emma provided material to help educate this group on the effects the center has on their community - Emma is the one we go to when we want to know what happened at AEDC in the past, not just for her years of dedicated service, but for her outstanding research skills finding information quickly <ul style="list-style-type: none"> -- Answered more than 100 requests for historical PA information for customers from across the base - Emma is the rock-solid foundation for the Public Affairs team whose knowledge the program has been built upon; her advice and counsel are the cornerstones supporting the entire Public Affairs effort! 		